

NPS SUMMARY
MARCH 2016 – MAY 2018

AGRICULTURE,
FORESTRY & FISHING

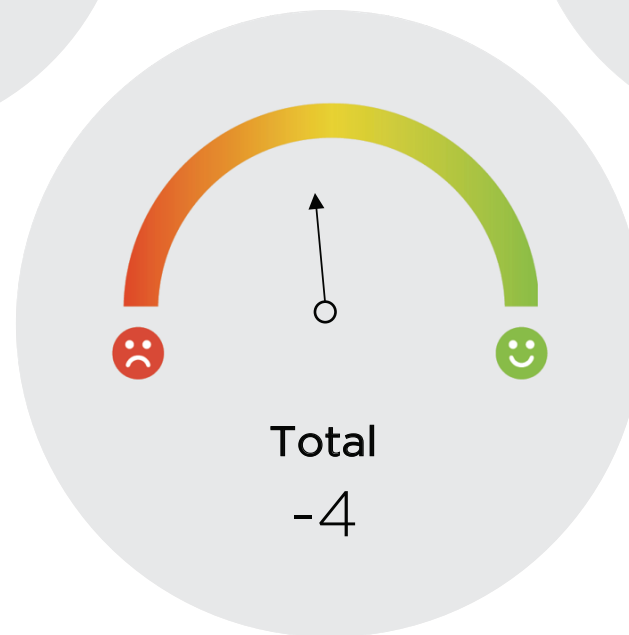
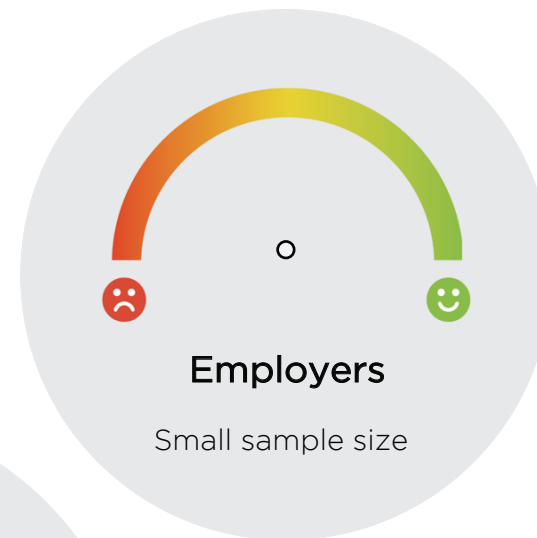


TOTAL* n=72
*Total survey responses for this industry

MEAN EXPECTATION 3.23

MEAN CUSTOMER EFFORT 6.34

NPS



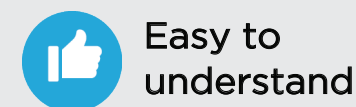
CUSTOMER SERVICE MEAN SCORES



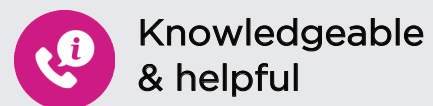
TOTAL	4.2
Injured Worker	4.0
Employer	4.3



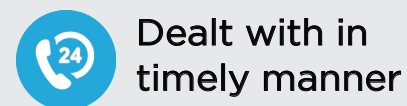
TOTAL	3.3
Injured Worker	3.3
Employer	3.4



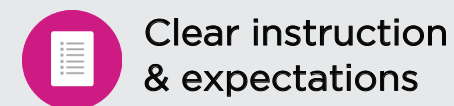
TOTAL	3.6
Injured Worker	4.5
Employer	3.1



TOTAL	3.5
Injured Worker	3.5



TOTAL	3.3
Injured Worker	3.3



TOTAL	3.8
Injured Worker	3.8



SURVEYS
Sent in last 12 months

← Sent survey invitations	466
→ Responses received	44
👤 Injured Workers	30
👤 Employers	14



MARCS

☹️ MARCS	16
Most at risk customers, 0-4 score in NPS	
👤 Injured Workers	12
👤 Employers	3
👤 Others	1